
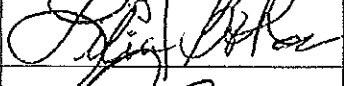

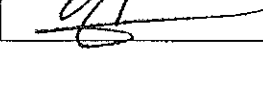


Title of Procedure:	TITLE VI (website, telephone, walk-in) Procedures for Complaints received	Procedure Number	Revision Date
		PR-AD-005	11/09/11
Division	Governmental Affairs	Revision Level	Original Issue Date
		Original Issue	Initial

Reference Documents	Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients FTA 4702.1A	
	Title VI LEP TAPP POL-AD-005	

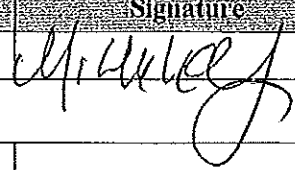
References to other documents, standards or local, state or federal mandates that amplify or reinforce requirements stated are listed here.

REVIEW LOG

Title	Print Name	Signature	Date
Public Information Officer	Irene Ferradaz-Alfonso		11-29-11
Community and Information Outreach (CIAO)	Lillian Bohorquez		12/12/11
Graphics Supervisor, Advertising and Marketing	Julio Rey		11/29/11
Chief, Office of Civil Rights and Labor Relations	Cathy Lewis		12/28/11

Interdepartmental reviews by required personnel are listed here.

SOP APPROVAL SECTION

Title	Print Name	Signature	Approval Date
Governmental Affairs Liaison	Michelle Simmons		12/27/11

List of Records:		

REVISION LOG

Current Rev. No.	Revision Date	Changes	Reason for Change	Initiator
0	11/09/11	Original Issue	Original Issue	Michelle Simmons

1.0 Purpose

These procedures apply to complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program and/or activity administered by Miami Dade Transit (MDT) or its sub-recipients, consultants, and or contractors. Intimidation or retaliation of any kind is prohibited by law. These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or

Title of Procedure:	TITLE VI (website, telephone, walk-in) Procedures for Complaints received	Procedure Number		Revision Date	
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		Original Issue		Initial	

to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damage or compensatory remuneration for the complainant.

Every effort will be made to obtain early resolution of complaints at the lowest possible level. The option of informal mediation meeting (s) between the affected parties and the investigator may be utilized for resolution, at any stage of the process. MDT will make every effort to pursue a resolution of the complaint.

Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination based on race, color, national origin, sex, age, disability, income status or retaliation prohibited by Title VI of the Civil Rights Act of 1964 or other federal statutes, may file a written or verbal complaint to the MDT Office of Civil Rights and Labor Relations (OCR/LR) or have their complaint taken through Miami Dade County's 311 System.

The MDT OCR/LR is responsible for the following:

- 1) Monitoring complaints investigated by the field to ensure their resolution;
- 2) Ensuring that corrective action is taken within forty-five (45) days of a finding.

In order for a complaint against MDT to be considered timely, it must first be filed within sixty (60) calendar days after the alleged incident has occurred. MDT will waive the sixty (60) day time limit for good cause.

2.0 Scope

In accordance with FTA C4702.1A, MDT is required to submit, triennially, the Title VI Program Update to FTAC4702.1A. A portion of the reporting requirements includes written procedures regarding Title VI (website, telephone, walk-in) procedures for complaints received.

Title of Procedure:	TITLE VI (website, telephone, walk-in) Procedures for Complaints received	Procedure Number		Revision Date	
		PR-AD-005		11/09/11	
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		Original Issue		Initial	

3.0 Responsibility

Individual	Responsibilities
Manager, Office of Civil Rights and Labor Relations	Responsible for coordinating, conducting and disseminating all efforts regarding Title VI initiative. Reviews all related documents and serves as MDT liaison with FTA regarding Title VI.
Chief, Office of Civil Rights and Labor Relations	Oversees all effort regarding the coordination, and dissemination of all efforts regarding Title VI Initiative.
MDC Office of Records Management	Shall follow the procedures as outlined in Administrative Order 7-24 on Records Management and guidelines set forth by the State of Florida, Department of State, Division of Library Information Services.

4.0 Procedure

WRITTEN COMPLAINT

OCR/LR intake staff receives copy of written complaint;
 Pertinent information from written complaint inputted into Info Com system (5 days);
 OCR/LR staff monitors complaint status in Info Com system until resolution reached and customer notified; (45 days)
 Monthly report generated and distributed as necessary;
 Review the findings of investigation for appropriate action.

TELEPHONE INTAKE

OCR/LR intake staff listens to phone messages taken from after hours complaint line (305) 375-1962.
 Pertinent information inputted into Info Com system; (2 days)
 OCR/LR staff monitors complaint status in Info Com system until resolution reached and customer notified; (45 days)
 Monthly report generated and distributed as deemed necessary.
 Review the findings of the investigation for appropriate action.

APPEALS

If Miami-Dade Transit concludes that the respondent is in compliance with laws/regulations and the complainant disagrees, the complainant may, if dissatisfied, file an action with the Federal Transit Authority.

All information obtained will be put in EDMS system.

5.0 Key Performance Metrics

Manager, OCR/LR will review information and on a quarterly basis submit it in report format to OCR/LR Chief as information.

Information prepared to be included in EDMS system.

6.0 Special Tools and Equipment (If applicable)

Title of Procedure:	TITLE VI (website, telephone, walk-in) Procedures for Complaints received	Procedure Number		Revision Date	
		PR-AD-005		11/09/11	
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		Original Issue		Initial	

Tools/Equipment	Application
PC	MS WORD, EXCEL
	▪

7.0 Safety Requirements in the Workplace (If applicable)

N/A

8.0 Distribution and Implementation

Manager, OCR/LR and applicable staff shall comply with this procedure.

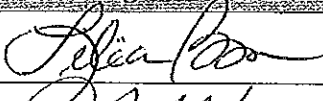
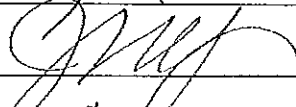

MDT Document Management shall be responsible for ensuring that this procedure is reviewed and revised as necessary.

Title of Procedure:	TITLE VI INTERNAL REPORTING PROCEDURES FOR KEY METRICS (WEB PAGES) CONTAINING SPANISH LANGUAGE CONTENT	Procedure Number	Revision Date
		PR-AD-006	11/09/11
Division:	Governmental Affairs	Revision Level	Original Issue Date
		Original Issue	Initial

Reference Documents:	Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients FTA 4702.1A	
	Title VI LEP TAPP POL-AD-005	

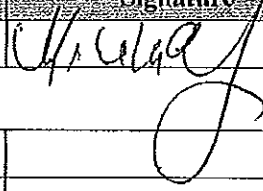
References to other documents, standards or local, state or federal mandates that amplify or reinforce requirements stated are listed here.

REVIEW LOG

Title	Print Name	Signature	Date
Community Information And Outreach (CIAO)	Lillian Bohorquez		12/12/11
Graphics Supervisor, Advertising and Marketing	Julio Rey		12/12/11
Chief, Office of Civil Rights and Labor Relations	Cathy Lewis		12/28/11

Interdepartmental reviews by required personnel are listed here.

SOP APPROVAL SECTION

Title	Print Name	Signature	Approval Date
Governmental Affairs Liaison	Michelle Simmons		12/28/11

REVISION LOG

Current Rev. No.	Revision Date	Changes	Reason for Change	Initiator
0	11/09/11	Original Issue	Original Issue	Michelle Simmons

- 1.0 Purpose** To establish uniform procedures for the maintenance of monthly reports re: complaints received from 311 Community and Information Outreach (CAIO) by language (English/Spanish).

Title of Procedure:	TITLE VI INTERNAL REPORTING PROCEDURES FOR KEY METRICS (WEB PAGES) CONTAINING SPANISH LANGUAGE CONTENT	Procedure Number		Revision Date	
		PR-AD-006		11/09/11	
Division	Governmental Affairs	Revision Level		Original Issue Date	
		Original Issue		Initial	

- 2.0 Scope** In accordance with FTA C4702.1A, MDT is required to submit, triennially, the Title VI Program Update to FTAC4702.1A. A portion of the reporting requirements include an analysis of the statistics regarding the number of persons accessing the Spanish Language content of the MDT website. The following procedure will ensure that the quarterly reports are maintained in accordance with applicable document controls, to include all supporting documentation.

3.0 Responsibility

Individual	Responsibilities
Manager, Office of Civil Rights and Labor Relations	Responsible for coordinating, conducting and disseminating all efforts regarding Title VI initiative. Reviews all related documents and serves as MDT liaison with FTA regarding Title VI.
Chief, Office of Civil Rights and Labor Relations	Oversees all effort regarding the coordination, and dissemination of all efforts regarding Title VI initiative.
Designee, CAIO	Responsible for ensuring that all quarterly information collected by the key metrics system is received by MDT (OCR/LR).
MDC Office of Records Management	Shall follow the procedures as outlined in Administrative Order 7-24 on Records Management and guidelines set forth by the State of Florida, Department of State, Division of Library Information Services

4.0 Procedure

Page visits (A series of actions that begin when a visitor views the first page from the server, and ends when the visitor leaves the site or remains idle beyond the idle-time limit). Page views (Number of times this page was viewed by visitors). Average time viewed (Average length of time the specified page was viewed).

Web Publisher, CAIO will electronically submit to Manager, OCR/LR, data (quarterly) giving the statistics regarding page visits, page views and the average time viewed.

OCR/LR representative will electronically compile information and use for triennial report.

5.0 Key Performance Metrics

Manager, OCR/LR will review quarterly findings and submit in report format to OCR/LR Chief as information. Information prepared to be included in EDMS system.

Title of Procedure:	TITLE VI INTERNAL REPORTING PROCEDURES FOR KEY METRICS (WEB PAGES) CONTAINING SPANISH LANGUAGE CONTENT	Procedure Number	Revision Date
		PR-AD-006	11/09/11
Division	Governmental Affairs	Revision Level	Original Issue Date
		Original Issue	Initial

6.0 Special Tools and Equipment (If applicable)

Tools/Equipment	Application
PC	MS WORD, EXCEL
	▪

7.0 Safety Requirements in the Workplace (If applicable)

N/A

8.0 Distribution and Implementation


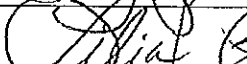
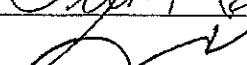
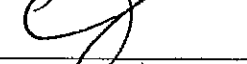
Manager, OCR/LR and Web Publisher, CAIO are responsible for ensuring that the files are managed as outlined.

Title of Procedure:	TITLE VI INTERNAL REPORTING PROCEDURES FOR COMPLAINTS RECEIVED FROM Community and Information Outreach (CAIO)	Procedure Number	Revision Date
		PR-AD-007	11/09/11
Division	Governmental Affairs	Revision Level	Original Issue Date
		Original Issue	Initial

Reference Documents:	Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients FTA 4702.1A	
	Title VI LEP TAPP POL-AD-005	


References to other documents, standards or local, state or federal mandates that amplify or reinforce requirements stated are listed here.

REVIEW LOG

Title	Print Name	Signature	Date
Public Information Officer	Irene Ferradaz-Alfonso		11-29-11
Community and Information Outreach (CAIO)	Lillian Bohorquez		12/12/11
Graphics Supervisor, Advertising and Marketing	Julio Rey		11/29/11
Chief, Civil Rights and Labor Relations	Cathy Lewis		12/28/11

Interdepartmental reviews by required personnel are listed here.

SOP APPROVAL SECTION

Title	Print Name	Signature	Approval Date
Governmental Affairs Liaison	Michelle Simmons		12/27/11

List of Records:		

REVISION LOG

Current Rev. No.	Revision Date	Changes	Reason for Change	Initiator
				Michelle Simmons

- 1.0 Purpose** To establish uniform procedures for the maintenance of monthly reports re: complaints received from 311 CAIO.

Title of Procedure:	TITLE VI INTERNAL REPORTING PROCEDURES FOR COMPLAINTS RECEIVED FROM Community and Information Outreach (CAIO)	Procedure Number	Revision Date
		PR-AD-007	11/09/11
Division	Governmental Affairs	Revision Level	Original Issue Date
		Original Issue	Initial

- 2.0 Scope** In accordance with FTA C4702.1A, MDT is required to submit, triennially, the Title VI Program Update to FTAC4702.1A. A portion of the reporting requirements include documentation and resolution of all Title VI related complaints. The following procedure will ensure that the semi-annual reports are maintained in accordance with applicable document controls, to include all supporting documentation.

3.0 Responsibility

Individual	Responsibilities
Manager, Office of Civil Rights and Labor Relations	Responsible for coordinating, conducting and disseminating all efforts regarding Title VI initiative. Reviews all related documents and serves as MDT liaison with FTA regarding Title VI.
Chief, Office of Civil Rights and Labor Relations	Oversees all effort regarding the coordination, and dissemination of all efforts regarding Title VI initiative.
Call Taker, GIC 311 Call Center	Responsible for taking complaint calls at GIC Center. Once calls received, responsible for ensuring that necessary information is sent to the OCR/LR for accurate documentation.
MDC Office of Records Management	Shall follow the procedures as outlined in Administrative Order 7-24 on Records Management and guidelines set forth by the State of Florida, Department of State, Division of Library Information Services

4.0 Procedure

Customer reported complaints regarding employee and bus operator behavior are documented in a computerized database called InfoCom. These reports are primarily received and inputted by the Community and Information Outreach (CAIO) 311 Call Center.

Customers are given a Feedback Number which documents their concerns. The Feedbacks are forwarded to an appropriate supervisor for investigation and response.

Complaints regarding an employee's conduct are labeled either EB (employee behavior) or OB (operator behavior).

Once the supervisor has completed the investigation and provided a response, the customer is contacted by staff that created the Feedback regarding the action that has been taken.

MDT personnel (Manager, OCR/LR) reviews InfoCom bi-weekly for status on pending Title VI cases.

Once a new case is entered, the information is copied and placed in the Title VI spreadsheet and monitored by the Manager, OCR/LR until closeout.

Process for all cases (from initial receipt to closeout should take a maximum of 45 days).

Title of Procedure:	TITLE VI INTERNAL REPORTING PROCEDURES FOR COMPLAINTS RECEIVED FROM Community and Information Outreach (CAIO)	Procedure Number		Revision Date	
		PR-AD-007		11/09/11	
Division	Governmental Affairs	Revision Level		Original Issue Date	
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Information is compiled quarterly. Review meetings (with all applicable staff to be conducted based on need).

5.0 Key Performance Metrics

Manager, OCR/LR will review quarterly findings and submit in report format to OCR/LR Chief as information.
Information prepared to be included in EDMS system.

6.0 Special Tools and Equipment (If applicable)

Tools/Equipment	Application
PC	MS WORD, EXCEL

7.0 Safety Requirements in the Workplace (If applicable)

N/A

8.0 Distribution and Implementation

Manager, OCR/LR and 311(CAIO) Call takers shall comply with this procedure.